



Welcome to our New Ukrainian Neighbors

This Welcome Packet is intended to provide you with many resources that you will need in settling in. We are thrilled to have you as our newest Coloradans!

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1) Welcome to Colorado

To Our New Ukrainian Neighbors,

Our state has a long history of welcoming refugees, immigrants, and others fleeing persecution. Welcoming newcomers showcases our American values of humanitarianism and compassion, and our responsibility to step forward to support our Ukrainian allies is one we take very seriously. Over the past few months, there has been an incredible outpouring of support to help Ukrainians rebuild their lives here. Coloradans, including veterans, former refugees, faith-based organizations, municipalities, community-based organizations, state government, philanthropy, and healthcare providers are committed to working together to provide new opportunities for you, and your families, in our great state. We know that you have experienced hardship, and we grieve with you as all of you have lost something, or someone, in the last few months and want you to know that you are welcome here.

Today, you find yourselves at a crossroads, transitioning to a new life in a new place, and we know that it is hard. We have faith in your ability to find a new life with new opportunities in our state, and together, we are ready to partner with you, our new Ukrainian neighbors, to rebuild your lives in Colorado. We know that investing in new Americans helps newcomers stabilize

and build wellbeing for their families. Supporting you, our new neighbors, also helps build a more vibrant, inclusive, and economically thriving state - a Colorado for all.

Welcome to Colorado.

2) How to Use this Guide

- This guide is intended as a resource for Ukrainians arriving in Colorado. As such, 'you' is used throughout the guide and directly addresses the primary intended user of this welcome guide, Ukrainians newly arriving in Colorado. Members of the welcoming community are also welcome to use this guide as they support Ukrainians in rebuilding lives here.
- This guide is intentionally not specific to a certain part of Colorado, as Ukrainians may resettle across the state.
- There are multiple different pathways through which Ukrainians may resettle in Colorado. Each specific pathway may have slightly different resources or supports. All approaches are intended to support you to meet your basic needs and begin the journey toward successful integration and family wellbeing.
- The resources here are a supplement to information or resources you may be receiving from a resettlement agency, a community sponsor, or other organizations or individuals with whom you are working. Many parts of the guide link to existing resources or programs that Ukrainians have access to.

3) Getting Connected: Phone & Internet Service

- Access to a mobile phone and reliable internet is an important way to gain access to information, seek support, and apply for programs and services. There are a variety of low-cost options to get connected.
- Mobile phones
 - No contract phone services are often the easiest to access. Most wireless providers have a no-contract option. Cricket Wireless, Boost Mobile, and others can be found online or at a nearby wireless store. Additional minutes can be purchased online, at convenience stores, or at big box stores such as Walmart and Target, among others.
 - You may also be eligible for the Assurance Wireless program, which provides free phones and free monthly data, texting, and minutes. Learn more [here](#).
- Internet
 - Many high-speed home internet services are available to eligible households for around \$9.95 per month. If eligible, you can qualify if you receive forms of public assistance such as SNAP, housing assistance, the National School Lunch program, or many others. See full details and apply online here:
 - [Spectrum Internet Assist](#)
 - [Access from AT&T](#)
 - [Comcast's Internet Essentials](#)
 - [Cox Low-Income Internet](#)
 - [CenturyLink Affordable Connectivity Program](#)

- For a limited time, the Federal Government's Emergency Broadband Benefit program (EBB) will provide a discount of up to \$50 per month towards broadband service for eligible households (up to \$75 per month for households on qualifying Tribal lands). The EBB program can be used at the same time as Internet Essentials.
 - Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers if they contribute more than \$10 and less than \$50 toward the purchase price.
 - EBB is limited to one monthly service discount and one device discount per household. See details at the following links: [Emergency Broadband Benefit \(EBB\) Deals \(xfinity.com\)](#) and [Emergency Broadband Benefit | Federal Communications Commission \(fcc.gov\)](#)
- <https://www.lifelinesupport.org/> is a federal program that lowers the cost of internet and phone service as well.
- Laptops and Computers
 - Public Libraries: You can also have access to a computer here at no cost to you.
 - Internet Essentials customers have the option to purchase a new Dell laptop or Chromebook for just \$149.99 + tax. See details here: [Low Cost Computer \(internetessentials.com\)](#)

4) Accessing Benefits and Services

- Mile High United Way's 2-1-1 help center is a statewide community resource connecting individuals and families to critical resources including food, shelter, rental assistance, childcare, and more.
 - Learn about available resources in your area either by visiting <https://www.211colorado.org/> or by simply calling 2-1-1 on your phone
 - Bilingual operators (Spanish/English) are available. For other languages, dial 2-1-1 and then Press "8". You'll hear additional prompts, but if you wait on the line without pressing anything else, you'll be connected to the next available representative. Once connected, please share your language, as best as possible, and the 2-1-1 representative will work to conference in an interpreter in the language you prefer.
 - Mile High United Way partners with Lyft to help provide transportation to individuals who need help with public benefit applications or food assistance. This free transportation is only available after all other available transportation resources have been exhausted. If you are not connected to a resettlement agency, you can request transportation directly to your county human services office or to a food pantry. If you are enrolled with a resettlement agency, you may be able to access transportation assistance to the resettlement agency.
- Housing Assistance:
 - Mile High United Way's 2-1-1 help center offers information and connection to local housing assistance resources.

- Colorado Housing Connects (www.coloradohousingconnects.com or 1-844-926-6632) is a statewide housing navigation service that can help residents or migrants in need of housing assistance.

5) Colorado ID and Driver's Licenses

- A Colorado ID is an important form of identification that is easily recognizable by a variety of programs and is important for life in Colorado. A Colorado ID is simply an identification document. A Colorado Driver's License, which is different from a Colorado ID, allows you to drive and is required for all drivers in Colorado. Prospective drivers over the age of 21 are encouraged to take a driver's education course; formal driver's education is required for individuals between the ages of 15 and 21. To receive a Colorado Driver's License, you must pass a written test and a driving exam.
- All information about how to get a Colorado ID or a Colorado Driver's license is on the state [Division of Motor Vehicles](#) website and in person services can also be found in each County Government.

6) Workforce Programs & Services

- Colorado's Workforce Centers have a variety of services and resources to assist job seekers. Visit <https://cdle.colorado.gov/wfc> to find a workforce center and schedule an appointment. Every workforce center has interpretation services. The following flyers share more information for Ukrainians about Workforce Centers:
- The [Office of New Americans](#) serves as the point of contact for state agencies, private sector organizations, and the public to advance the integration and inclusion of immigrants and refugees in Colorado communities.
 - [Ukraine Information for Coloradans](#)
- Employers and job seekers may contact the Workforce Services Coordinator, at the Colorado Department of Labor and Employment at 720-237-4072 or reach out to one of Colorado's workforce Centers.
- Many New Americans hold degrees, licenses, and/or credentials in other countries that they need to transfer to, or re-obtain, in the United States. Receiving credit for prior learning helps these workers quickly advance with their career paths and ensure successful economic integration. Below are links to credential evaluation companies that can help you review your curriculum vitae or foreign credentials for alignment. Note that many of these have costs, but there may be a potential for workforce centers to help allay those expenses.
 - [Colorado State University Global International Transcript Evaluation](#)
 - [National Association of Credential Evaluation Services](#)
- In addition, the Colorado Department of Education (CDE) and Department of Regulatory Agencies (DORA) also have information for occupations they specifically oversee.
 - [CDE Licensure Requirements for Foreign Applicants](#)
 - [DORA Immigrant Guide](#)

7) English Language Programs

- Learning English is central for navigating life in the U.S., advancing your career, managing day-to-day life, and building relationships with others.
- There are many places where you can enroll in virtual and in-person English classes. Some are free, while others have an associated cost. Research the following to identify English language classes:
 - Colorado Department of Education [Current Colorado Grantees](#)
 - [Colorado Libraries](#)
 - Community Colleges
 - Immigrant-serving nonprofits
 - Mosques, churches, or other gathering places for faith communities
 - More English language program providers are identified in [Additional Resources](#) below
- Apps and programs such as [Duolingo](#) are also available (often with free options) for self-directed learning.

8) Enrolling your Children in School

- All children in the United States are entitled to equal access to a public elementary and secondary education, regardless of their or their parents' actual or perceived national origin, citizenship, or immigration status. You can review an overview of your rights [here](#).
- Depending on where in Colorado you live, determine which school or school district(s) you are likely to enroll your child in, we recommend you reach out to the individual school to determine what information you need to enroll your child and what the process is.
- For questions about where to determine your school district and get contact information, go to: <https://www.cde.state.co.us/district-school-dashboard> or you can call the main phone number at the Colorado Department of Education at 303-866-6600.

9) Legal Services

- There are a number of reasons why you may need legal assistance in the U.S., including adjustment of status, family reunification, and more.
- The United States Citizenship and Immigration Services (USCIS) is the government agency that administers lawful immigration to the U.S. Visit the [USCIS website](#) to learn more.
- Below in Additional Resources you will see a number of organizations that can help provide legal services for immigration.
- Explore the U.S. Department of Justice's list of [Recognized Organizations and Accredited Representatives](#) to provide legal services across Colorado:
- The American Immigration Lawyers Association also maintains a [searchable database of immigration lawyers](#)
- CLINIC and Migration Refugee Service created a [resource](#) that shows what an immigration practitioner should look for when determining an Ukrainian Humanitarian parolee's eligibility for asylum or permanent residence in the United States.

10) Health Insurance, Accessing Health Services, & COVID-19 Information

- In Colorado, and the U.S., it is important to have health insurance. Health insurance helps pay for medical care.
- When you arrived in Colorado, you were automatically granted a special period to sign up for health insurance. You have 60 days from the day you enter the state to find a health insurance plan. If you don't sign up during your special period, you have to wait until November 1st to find a plan.
- Don't sign up for a plan alone! Find someone to help you with your health insurance application. You can find free, in-person, or virtual, application help from an expert by going to <https://connectforhealthco.com/we-can-help/assisters/> or by calling 855-752-6749. All sites have access to language translation. The benefits you qualify for will depend on your immigration status.

Medicaid and CHP+:

- Medicaid is the nation's public health insurance program for people with very low income. Colorado's Medicaid program is called Health First Colorado. Colorado's Medicaid program for children is Child Health Plan Plus (CHP+).
- To qualify for Medicaid, you must be a green card holder for at least 5 years and have an income of less than about \$1,507/month for an individual.
- Immigrants exempt from the 5-year-waiting-period:
 - Refugees
 - Asylees
 - Persons granted withholding of deportation/removal
 - Qualified immigrants who are U.S. veterans or active duty military and their spouses or children
 - Immigrant pregnant women

Connect for Health Colorado can also help you apply for Medicaid if you qualify. Use the contact information listed on the next page to find free help near you.

Emergency Medicaid

To be eligible for Emergency Medicaid, applicants must meet the same eligibility requirements as all other Health First Colorado applicants, except for immigration or citizenship requirements. Applicants also must have a qualifying life- or limb-threatening medical emergency covered by Emergency Medicaid. People who may qualify for Emergency Medicaid include, but are not limited to:

- Deferred Action for Childhood Arrivals (DACA) recipients
- Undocumented people (people without legal immigration status)
- Non-immigrant visa holders such as tourists and students
- Individuals granted Temporary Protected Status
- Adult legal permanent residents ('Green Card' holders) who have not been in the U.S. lawfully for at least five years
- Applications for emergency medicaid are done at the hospital

Connect for Health Colorado:

Connect for Health Colorado is Colorado's commercial health insurance marketplace, where individuals and families can shop for and purchase their own private health insurance.

Lawfully present immigrants ineligible for Medicaid or CHP+ based on their immigration status may be eligible for health insurance subsidies through Connect for Health.

Immigrants with the following statuses qualify to use Connect for Health Colorado:

- Paroled into the U.S.
- Lawful Permanent Resident (LPR/Green Card holder)
- Asylee
- Refugee
- Victim of Trafficking and his/her Spouse, Child, Sibling or Parent
- Individuals with Non-immigrant Status, includes worker visas (such as H1, H-2A, H-2B), student visas, U-visa, T-visa.
- Temporary Protected Status (TPS)
- Lawful Temporary Resident

Immigrants who are applicants for any of these statuses also qualify to use Connect for Health Colorado:

- Temporary Protected Status with Employment Authorization
- Special Immigrant Juvenile Status
- Victim of Trafficking Visa
- Adjustment to LPR Status
- Asylum*
- Withholding of Deportation, or Withholding of Removal, under the immigration laws or under the Convention against Torture (CAT)*

*Applicants for asylum are eligible for Marketplace coverage only if they've been granted employment authorization or are under the age of 14 and have had an application pending for at least 180 days.

Remember: Information about immigration status will be used only to determine eligibility for coverage and not for immigration enforcement.

Find out if you are eligible for subsidies anonymously by using Connect for Health's [Quick Cost Finder](https://planfinder.connectforhealthco.com/home) tool. Visit <https://planfinder.connectforhealthco.com/home>

Whatever your status, do not apply for insurance alone. Get free help in person or virtually by finding help on Connect for Health Colorado:

connectforhealthco.com/we-can-help/assisters/ or by calling 855-752-6749

Language interpretation is available.

Certified Application Counselors

Certified Application Counselors are trained and able to help you find health insurance options near you.

Visit: <https://apps.colorado.gov/apps/maps/hcpf.map>

- Utilization of healthcare services:
 - For immediate, emergency health concerns, call 911. For urgent health concerns, individuals should go to the closest Urgent Care or Emergency Room.
 - For medical questions, to make an appointment, or to arrange a refill of medications already prescribed at Denver Health, you may call the 24 hour Denver Health NurseLine at 303-739-1211. You will hear an English recording and during that recording, press 3. Wait on hold until someone answers and state your preferred language. They will link to an interpreter. You can call this number even if you do not live in Denver.
 - Individuals should connect to their community health centers, especially if you are sick, need shots, or need treatment for a non-urgent health problem and ongoing health care needs. Find one close to you using this [tool](#). Community health care centers offer high-quality services at low-cost.
- Mental Health Care:
 - Mental health refers to how you feel, think, and behave as you cope with life. It also refers to how you handle stress. Refugees and other newcomers need to pay special attention to their mental health because they often have experienced challenging events in their past and often experience significant stress as they adjust to life in the United States. If you ever feel that life is too hard and cannot cope with everyday activities, you should seek mental health services. Your resettlement agency and primary care provider can help you find these services and keep your information confidential.
 - Community health centers have mental health services. Find one close to you using this [tool](#).
 - There are also community mental health centers with services for you. Find a location that works for you [here](#).
- In the United States, you have important health care rights. You have the right to interpreter services, and you have the right to confidentiality. The right to privacy means that your doctor or nurse cannot tell anyone anything about your health without your permission.

11) Crisis Support and Emergencies

- If you witness or are involved in an emergency situation anywhere in the U.S., dial 9-1-1 to access emergency services (fire, police, paramedics). It is extremely important to only call 9-1-1 in emergencies. Emergencies require immediate professional response, such as: fires, a person who is choking, passed out, or who is having a hard time breathing, a serious car accident, a crime (such as a break-in) in progress. Interpretation available.

- If you are having a personal crisis and suffering from anxiety, loneliness, substance abuse issues, having suicidal thoughts or other challenges, [Colorado Crisis Services](#) is a resource. Call 1-844-493-8255 or text 'TALK' to 38255. Spoken interpretation available; text service is in English only.

12) Your Local Government Resources: Municipalities and Counties

- As residents within Colorado's Local Governments, you can access municipal and county services, which are government run, or "public" services in which you reside. Search online for your city and county to learn more about what they offer.
- The services provided by municipalities vary, but typically include things like public libraries, fire department, police, ambulance, recreation centers, and more. Some municipalities have additional programs and resources specifically for new Americans, low-income residents, and other populations.
- The services provided by County governments include many services, such as Departments of Human Services, Public Health, and Workforce Development.
- Local libraries provide a wide array of services, from ESL classes and children's storytime to providing access to books, music, internet access and more. Visit [Colorado Libraries](#) to find a library near you.
- The [National Resource Center for Refugees, Immigrants, and Migrants](#) has a library of resources about COVID-19, vaccines and more. You can also access information on Colorado's COVID response and services [here](#).

13) Additional Resources

- Want to help? [Please submit this form](#) to share the services your organization can provide to Ukrainians to be added to the list.
- **Denver Metro**
 - [Center for Immigrants and Immigration Services \(CIIS\)](#) (303) 369-7044 - provide legal assistance, health care, mental health care, and social services that help meet the basic human needs of victims and survivors seeking refuge and safety in Colorado.
 - [Jeffco School District - Adult ESL](#) (303) 982-7484 - provides adult ESL and literacy services to immigrants and refugees.
 - [Project Worthmore](#) (720) 460-1393 - Provides Dental, Fresh Food Program, English Classes with free babysitting, employment services through our Navigators and Case Managers, and Legal Services
 - [Colorado Refugee Wellness Center--Aurora MH Center](#) (303) 617-2300 - Provides outpatient mental health and case management services for first and second generation refugees and immigrants in the greater Aurora area.
 - [Jewish Family Service of Colorado \(JFS\)](#) (720) 728-4699 - Offers more than 30 programs and services, including food security, housing stability, mental health counseling, aging care, employment support, and disability services.

- [Immigrant and Refugee Mental Health Program, University of Colorado School of Medicine Department of Outpatient Psychiatry](#) (303) 724-4940 - program aids in the social and emotional adjustment of immigrants and refugees in need. They directly provide mental health services with culturally informed approaches.
- [Hope Communities](#) (303) 860-7747 - We provide general resource and cultural navigation on all topics, and are especially experienced and staffed to work with refugees from many cultures.
- [Right On Learning](#) (303) 954-9703 - provides educational support for youth and young adults K-12. They also have a program in Early Childhood Education.
- [Denver Public Library](#) (303) 865-2362 - Plaza programs have 9 locations around the city of Denver and serve as a resource hub for new immigrants to meet new people, practice skills, find resources, and work toward goals. We can connect people with a wide variety of resources in most topic areas.
- [Teach by Tech](#) (720) 369-8678 - Provides cashier and money handling and customer service classes in partnership with workforce centers. All classes are designed for adult ELA participants. Focus on 5 essential skills- reading, writing, oral communication, numeracy and digital literacy- while teaching content specific skills.
- [InterpretersAcademy / CESCO Linguistic Services](#) (303) 274-2634 - Provide interpreting training for those interested in entering the workforce as interpreters or develop their skills.
- [Empowering Communities Globally](#) (303) 570-6893 - provide support to enter certificate/ degree programs, and have an Early Childhood and Family program offering ECE workforce.
- [Novastar Academy](#) (303) 562-8344 - provides ELS classes to adults and children.
- [Gamma Education](#) - Gamma Education is a bilingual enrichment and summer camp program. They offer scholarships and discounts for service for low-income, ELL, and newcomer families.
- [Community College of Aurora Community ESL Program](#) (303) 340-7057 - provides an ESL program to help learn the necessary English language skills for work and day-to-day life in the United States. We cover speaking, listening, reading, and writing, along with vocabulary and grammar. We will prepare you for real-life experiences such as filling out forms, reading labels, preparing for college, and finding jobs.

- **Southern Colorado**

- [Accompaniment & Sanctuary Coalition Colorado Springs \(ASC COS\)](#) (719) 257-1218 - provide Utility and Food assistance, housing and job search, connection with vetted organizations and services in Colorado Springs
- [Mobile Clothes](#) (719) 257-1218 - Deliver clothing and shoes in excellent condition to immigrants in Colorado Springs
- [Adult and Family Ed at District 11 in Colorado Springs](#) (719) 328-3001 - English classes for refugees and all immigrants, HSE preparation (GED) classes, basic skills (reading, writing, and math) classes, career classes.
- [Catholic Charities of Central Colorado](#) (719) 866-6515 - Provides low cost immigration legal services to low income clients from our community. They are able to provide

assistance with Temporary Protected Status and Employment Authorization Document applications. We can also assist with family petitions, consular processing, and visas for crime victims.

- **Overall - Statewide**

- [Ukrainian Embassy Website](#)
- [Spring Institute for Intercultural Learning](#) (303) 863-0188 - Spring services that include classes to adults in the following areas: contextualized ESL for work, parenting, and digital skills; 1-1 professional career coaching to individuals looking for a career in the education industry; translation and interpreter requests. Requests can be sent directly to the Interpreter Network; navigation support to internationally trained healthcare professionals looking to re-enter their medical career in the U.S.
- [Public No Cost Grocery Programs](#)
- USA Hello's [FindHello](#) app helps users to connect to local services in cities across the country.
- [Ukrainians of Colorado Facebook Group](#) - Facebook has many groups that you can join that serve as a resource for finding help, accessing needed items, and building connections with the welcoming community and/or with other Ukrainians. Searching for location or community-specific groups on Facebook can be a good way to get started.
- [Sisters of Charity of Leavenworth \(SCL\)](#) They have Patient Financial Advocates who help patients apply for programs that can help cover their medical visit such as Medicaid, Emergency Medicaid and Connect for Health Colorado.